



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Frontier Communications of Mt. Pulaski, Inc.
for Filing Period 10/1/2008 to 12/31/2008
Tracking Number 2518

Performance Data - Code Part 730

	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1)	4.53	4.60	4.55	4.56
B. Operator Answer Time - Information Section 730.510(a)(1)	4.92	5.66	5.92	5.50
C. Repair Office Answer Time Section 730.510(b)(1)	18.00	26.00	92.00 *	45.33
D. Business or Customer Service Answer Time Section 730.510(b)(1)	165.00 *	67.00 *	100.00 *	110.67 *
E. Percent of Service Installations Section 730.540(a)	100.00 %	100.00 %	96.97 %	98.99 %
F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535 (a)	85.71% *	100.00 %	100.00 %	95.24 %
G. Trouble Reports per 100 Access Lines Section 730.545(a)	1.40	1.00	0.70	1.03
H. Percent Repeat Trouble Reports Section 730.545(c)	0.00 %	0.00 %	0.00 %	0.00 %
I. Percent of Installation Trouble Reports Section 730.545(f)	8.33 %	0.00 %	0.00 %	2.78 %
J. Missed Repair Appointments Section 730.545(h)	1	0	0	0
K. Missed Installation Appointments Section 730.540(d)	0	0	1	0

Credit due in accordance with Section 732.30(a)

Out of Service More Than 24 Hours	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.87	\$0.00	\$0.00	\$0.87
B. Number of credits issued for repairs - 24-48 hours	1	0	0	1
C. Number of credits issued for repairs - 48-72 hours	0	0	0	0
D. Number of credits issued for repairs - 72-96 hours	0	0	0	0
E. Number of credits issued for repairs - 96-120 hours	0	0	0	0
F. Number of credits issued for repairs > 120 hours	0	0	0	0
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	1	0	1
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(b)

Failure to Install Basic Local Exchange Service	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	0	0	0	0
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	0	0	0	0
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	2	6	2	10
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Credit due in accordance with Section 732.30(c)

Missed Appointments	October	November	December	Totals
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of customers receiving credits	0	0	0	0
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0